

# **GSA Advantage! Service Catalog**

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## **Company Information**

### **Overview**

For over 60 years, O'Neil & Associates has specialized in creating product support documentation to serve the U.S. military, aerospace, and commercial markets. We have steadily grown to a staff of over 350 full-time associates. Over half of our work is in support of the U.S. Army and U.S. Marine Corps. The majority of that is on heavy wheeled vehicles.

We have 175 technical writers on staff. Nearly all have technical backgrounds. Some are retired from the military. Some are degreed engineers. We document military and commercial vehicles, aircraft, satellite communications systems, and many other complex systems. These authors apply their technical backgrounds to fully understand each system and subsystem so they can develop the troubleshooting procedures as well as maintenance procedures.

We serve customers worldwide from our corporate headquarters located in Miamisburg, Ohio (just south of Dayton) and eight other locations. We offer our customers an excellent source of capacity, expertise, technology, and quality. With over 200 employees who specialize in product support documentation, customers can be sure their project will get the right resources at the right time.

Few companies worldwide can match our experience in using the latest technologies to provide technical support documentation for a diverse range of products (from home kitchen appliances to satellite communication systems and from aircraft to heavy automotive). Because we have worked with nearly every format, platform, and standard, we can quickly adapt to, or design to fulfill each customer's needs. Our clients often depend on us to enhance their processes, infuse new technology, or create an entirely new product information support system, e-Learning tools, and Interactive Electronic Technical Manuals (IETMs). Each year, we produce tens of thousands of graphics, animations, models, and diagrams. Our current capabilities include intrusive diagnostics which are integrated with our IETMs, as well as point-to-point schematics. We have also designed many databases and established Web delivery of service parts information.

Our award-winning company is employee centered and family friendly. We provide our employees a fine benefits package, excellent working environment, and the best tools to do their

jobs. We have an extremely high staff annual retention rate of 85%. We make substantial investments every year in employee skill set development, in the tools, and in the technology.

Our e-learning and training are natural complements to our core services, allowing us to exploit the natural synergy between manuals and training. This allows our customers to realize savings by not having to pay twice for the development of common information. We have a dedicated staff specializing in e-learning content development, who analyze and implement our training solutions with minimal disruption to existing processes. This highly versatile, experienced development team specializes in instructional design, writing, and developing e-learning materials, with a focus on the product and the process that best fits each project. We focus the creation and design of content around education. Our solution is nonproprietary, scalable, and efficient.

We are customer focused and committed to success. We are technically superior to any of our normal competitors, well staffed, and guarantee acceptance of our work. This program is an excellent match with our resources and is consistent with our strategic direction. We have the program management skills and large capacity needed for this program. You can be sure your program will receive our full attention.

## **Location**

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## **Contact Points**

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# **Labor Categories and Descriptions**

## **SIN 871-2 STRATEGIC PLANNING FOR TECHNOLOGY PROGRAMS/ACTIVITIES**

Services required under this SIN involve the definition and interpretation of high-level organizational engineering performance requirements such as projects, systems, missions, etc., and the objectives and approaches to their achievement. Typical associated tasks include, but are not limited to an analysis of mission, program goals and objectives, requirements analysis, organizational performance assessment, special studies and analysis, training, privatization and outsourcing.

Example: The evaluation and preliminary definition of new and/or improved performance goals for navigation satellites - such as launch procedures and costs, multi-user capability, useful service life, accuracy and resistance to natural and manmade electronic interference.

## **SIN 871-3 SYSTEM DESIGN, ENGINEERING AND INTEGRATION**

Services required under this SIN involve the translation of a system (or subsystem, program, project, activity) concept into a preliminary and detailed design (engineering plans and specifications), performing risk identification/analysis/mitigation, traceability, and then integrating the various components to produce a working prototype or model of the system. Typical associated tasks include, but are not limited to computer-aided design, design studies and analysis, high level detailed specification preparation, configuration management and document control, fabrication, assembly and simulation, modeling, training, privatization and outsourcing.

Example: The navigation satellite concept produced in the preceding stage will be converted to a detailed engineering design package, performance will be computer simulated and a working model will be built for testing and design verification.

## **SIN 871-5 INTEGRATED LOGISTICS SUPPORT**

Services required under this SIN involves the analysis, planning and detailed design of all engineering specific logistics support including material goods, personnel, and operational maintenance and repair of systems throughout their life cycles. Typical associated tasks include, but are not limited to ergonomic/human performance analysis, feasibility analysis, logistics planning, requirements determination, policy standards/procedures development, long-term reliability and maintainability, training, privatization and outsourcing.

Example: The full range of life cycle logistics support for the navigation satellite will be identified and designed in this stage including training, operation and maintenance requirements, and replacement procedures.

## **302 Author I**

### **Position Summary**

Interfaces with customer or Government representatives, as required, during length of project. Works closely with experienced authors and internal associates interpreting contractual specifications, engineering drawings, reports, and other data to help produce technical documentation. Researches existing data to maximize use of previously developed text and/or illustrations. Drafts text materials and ensures that text and illustrations are coordinated per final product requirements. Is knowledgeable/capable in using a variety of desktop publishing tools. Works at the direction of Program/Project Manager or Lead/Senior Author. Travels by air or vehicle as required.

### **Education & Experience**

Prefer associate degree in a technical field, or equivalent experience and/or at least one (1) year experience writing complete, complex technical documents. Experience must include the organization of the document as well as involvement in the coordination with client/Government representatives, engineering, and internal provisioning, art, and logistics personnel.

## **303 Author II**

### **Position Summary**

Interfaces with customer or Government representatives, as required, during length of project. Works closely with Program/Project Manager and internal associates interpreting contractual specifications, engineering drawings, reports, and other data to help produce technical documentation. Adept at researching existing data to maximize use of previously developed text and/or illustrations. Drafts text materials and ensures that text and illustrations are coordinated per final product requirements. Is knowledgeable/capable in using a variety of desktop publishing tools. Works at the direction of Program/Project Manager or Lead/Senior Author. Travels by air or vehicle as required.

### **Education & Experience**

Prefer associate degree in a technical field, or equivalent experience and/or at least two (2) years experience writing complete, complex technical documents. Experience must include the organization of the document as well as involvement in the coordination with client/Government representatives, engineering, and internal provisioning, art, and logistics personnel.

## **304 Senior Author**

### **Position Summary**

Interfaces with customer or Government representatives, as required, during length of project. Works closely with Program/Project Manager, interpreting contractual specifications, engineering drawings, reports, and other data to help produce technical documentation price quote for customer. Occasionally supervises efforts of technical staff. Skilled at researching existing data to maximize use of previously developed text and/or illustrations. Drafts text materials and ensures that text and illustrations are coordinated per final product requirements. Is proficient/knowledgeable using a variety of desktop publishing tools. Works at the direction of Program/Project Manager. Travels frequently by air or vehicle as required.

### **Education & Experience**

Bachelor or associate degree in a technical field, or military equivalent experience and/or at least four (4) years experience writing and/or coordinating the writing of complete, complex technical documents. Experience must include the design and organization of the document as well as coordination with client/Government representatives, engineering, and internal provisioning, art, and logistics personnel.

## **305 Lead Author**

### **Position Summary**

Interfaces with customer or Government representatives, as required, during length of project. Works closely with Program/Project Manager and/or Marketing/Sales, interpreting contractual specifications, engineering drawings, reports, and other data to produce technical documentation price quote for customer. Frequently supervises efforts of technical staff. Skilled at researching existing data to maximize use of previously developed text and/or illustrations. Drafts text materials and ensures that text and illustrations are coordinated per final product requirements. Performs edit/quality check of work performed by subordinates. Is proficient/knowledgeable of a variety of desktop publishing tools. Works at the direction of the Senior Program Manager, Director of SBU Development, Program Manager, or Project Manager. Travels frequently by air or vehicle as required.

### **Education & Experience**

Bachelor or associate degree in a technical field, or military equivalent experience and/or at least five (5) years experience writing and coordinating the writing of complete, complex technical documents. Experience must include the design and organization of the documentation as well as coordination with client/Government representatives, engineering, and internal provisioning, art, and logistics personnel.

## **307 Intrusive Diagnostics Specialist**

### **Position Summary**

Authors intrusive diagnostic engineering design/test methodology, theory, principles and techniques to design, develop, integrate and test Interactive Electronic Technical Manuals (IETMs) that meet all company and customer requirements. Define requirements for interface customization of software/scripts needed to provide innovative solutions to complex integration and information development/delivery problems. Performs analysis, development, implementation/integration and testing of IETMs under the direction of the Project Manager and/or Engineer. Applies appropriate level of innovation to ensure task meets design/performance requirements. Leads development of support software/scripts and/or information translation routines in support of approved IETM design. Develops and writes IETM project technical documentation according to applicable military standards and makes revisions to existing documentation standards. Consults with weapon system design engineering staff to ensure IETM considerations are incorporated into the system equipment design. Interfaces with external customers to solve technical problems and effectively implement solutions.

### **Education & Experience**

Work requires a high level of general educational development normally acquired through completion of a Bachelor's degree in engineering, systems/software engineering, computer science, technical communications, or related field. Requires extensive knowledge of mechanics and understanding of functions of sophisticated electronically controlled weapon systems, with SAE standard data busses; i.e., J1708, J1939, 1553 and emerging industry interface technology. Minimum of three years of IETM development or related technical experience.

## **309 Instructor**

### **Position Summary**

Assists Lead Instructor in developing and delivering technical training courses for internal and external customers. Presents training courses on highly technical subject matter, including the performance of instructional system design, generation of course content, outlines, and presentation plans. Assists with the development of instructor and student training materials to include interactive courseware. Assists in establishing a training system and/or conducts classroom and practical instruction. Analyzes current operating problems and future operating requirements to identify training needs and develop training programs and reports findings to LI. Writes, edits, and produces materials for technical instruction. Provides assistance and support to all divisions in helping them determine their training needs and develop and conduct their maintenance training programs. Possesses ability to effectively and cooperatively interface with engineering and maintains positive customer relations. Travels frequently by air or vehicle as required.

**Education & Experience**

Bachelors degree from an accredited college in related discipline. Minimum one (1) year of professional experience.

**310 Lead Instructor****Position Summary**

Responsible for developing and delivering technical training courses for internal and external customers. Develops and presents training courses on highly technical subject matter, including the performance of instructional system design, generation of course content, outlines, and presentation plans. Monitors the development of instructor and student training materials to include interactive courseware. Establishes and directs a training system and/or conducts classroom and practical instruction. Analyzes current operating problems and future operating requirements to identify training needs and develop training programs. Writes, edits, and produces materials for technical instruction. Provides assistance and support to all divisions in helping them determine their training needs and develop and conduct their maintenance training programs. Possesses ability to effectively and cooperatively interface with engineering and maintains positive customer relations. Has ability to travel internationally on short notice.

**Education & Experience**

Bachelors degree from an accredited college in related discipline. Three (3) years of professional experience, plus 1 year of applicable experience with related Masters degree preferred.

**313 Technical Illustrator I****Position Summary**

Interfaces with customer or Government representatives, as required, during length of project. Participates in technical illustration efforts, ensuring that assigned tasks are completed on time and in a cost-effective manner. Plans and arranges assigned tasks under supervision of experienced illustrators. Prepares all types of illustrations or artwork in accordance with customer, Government, or company specifications. Generates final artwork using computer graphic software. Travels to customer site by air or vehicle as required.

**Education & Experience**

Minimum of high school education or equivalent, associate degree preferred. Minimum one (1) year experience in computerized technical illustrating or at least specialized training in technical illustrating using computer vector illustrating programs and various operating systems.

## **314 Technical Illustrator II**

### **Position Summary**

Interfaces with customer or Government representatives, as required, during length of project. Participates in technical illustration efforts, ensuring that assigned tasks are completed on time and in a cost-effective manner. Plans and arranges assigned tasks under minimum supervision. Prepares all types of illustrations or artwork in accordance with customer, Government, or company specifications. Generates final artwork using computer graphic software. Travels to customer site by air or vehicle as required.

### **Education & Experience**

Minimum of high school education or equivalent, associate degree preferred. Minimum two (2) years experience in computerized technical illustrating or at least one (1) year specialized training in technical illustrating and one (1) years experience in technical illustrating, including one (1) years using computer vector illustrating programs and various operating systems.

## **315 Senior Technical Illustrator**

### **Position Summary**

Interfaces with customer or Government representatives, as required, during length of project. Coordinates large technical illustration efforts, ensuring that the effort is completed on time and in a cost-effective manner. Plans and arranges projects under minimum supervision. Prepares all types of illustrations or artwork in accordance with customer, Government, or company specifications. Generates final artwork using board or computer graphic software. Travels to customer site by air or vehicle as required.

### **Education & Experience**

Minimum of high school education or equivalent, bachelor or associate degree preferred. Minimum four (4) years experience in computerized technical illustrating or at least two (2) years specialized training in technical illustrating and three (3) years experience in technical illustrating, including two (2) years using computer vector illustrating programs and various operating systems.



## **316 Lead Technical Illustrator**

### **Position Summary**

Interfaces with customer or Government representatives, as required, during length of project. Works closely with Program/Project Manager and/or Marketing/Sales, interpreting contractual specifications, engineering drawings, reports, and other data to produce technical illustrating services price quote for customer. Frequently supervises efforts of illustrating staff. Skilled at researching existing data to maximize use of previously developed illustrations. Performs edit/quality check of work performed by subordinates. Is proficient/knowledgeable of a variety of desktop publishing/illustrating tools. Typically works at the direction of the Manager of Support Services. Travels frequently by air or vehicle as required.

### **Education & Experience**

Minimum of high school education or equivalent, bachelors or associates degree preferred. Minimum five (5) years experience in computer-generated technical illustrating or at least two (2) years specialized training in technical illustrating and four (4) years experience in technical illustrating, including three (3) years using computer vector illustrating programs and various operating systems.

## **317 Technical Illustration Supervisor**

### **Position Summary**

Interfaces with customer or Government representatives, as required, during length of project. Works closely with Program/Project Manager, interpreting contractual specifications, engineering drawings, reports, and other data to produce technical illustrating services price quote for customer. Supervises efforts of illustrating staff. Skilled at researching existing data to maximize use of previously developed illustrations. Performs edit/quality check of work performed by subordinates. Is proficient/knowledgeable of a variety of desktop publishing/illustrating tools. Works at the direction of the Manager of Support Services. Travels frequently by air or vehicle as required.

### **Education & Experience**

Minimum of high school education or equivalent, bachelors or associates degree preferred. Minimum eight (8) years experience in computer-generated technical illustrating or at least three (3) years specialized training in technical illustrating and five (5) years experience in technical illustrating, including three (3) years using computer vector illustrating programs and various operating systems.

## **320 Text-Graphics Integrator I**

### **Position Summary**

Interfaces with customer (internal and/or external) or Government representatives as required during length of project. Creates automated processes for generating formatted publications. These publications may include multi-volume paper manuals, parts lists, or electronic technical manuals. Works from draft, scanned, or previously input copy to produce draft and final copy. Assists in creation of macros, routines, and programs to help team members do their jobs more accurately and efficiently. This position demands the highest level of accuracy and completeness and frequently requires overtime. Works at the direction of the Electronic Production Supervisor. Travels by air or vehicle as required.

### **Education & Experience**

High school diploma plus additional specialized training in desktop publishing. Minimum 2-years practical experience producing large, multi-volume publications.

## **321 Text-Graphics Integrator II**

### **Position Summary**

Interfaces with customer (internal and/or external) or Government representatives as required during length of project. Creates automated processes for generating formatted publications. These publications may include multi-volume paper manuals, parts lists, or electronic technical manuals. Works from draft, scanned, or previously input copy to produce draft and final copy. Assists in establishment of style guide and format specifications. Creates macros, routines, and programs to help team members do their jobs more accurately and efficiently. Assists sales and/or operations management staff with price quoting preparation. This position demands the highest level of accuracy and completeness and frequently requires overtime. Works at the direction of the Electronic Production Supervisor. Travels by air or vehicle as required.

### **Education & Experience**

High school diploma plus additional specialized training in desktop publishing. Minimum 3-years practical experience producing large, multi-volume publications.

## **322 Senior Text-Graphics Integrator**

### **Position Summary**

Interfaces with customer (internal and/or external) or Government representatives as required during length of project. Creates automated processes for generating formatted publications. These publications may include multi-volume paper manuals, parts lists, or electronic technical manuals. Works from draft, scanned, or previously input copy to produce draft and final copy. Assists in establishment of style guide and format specifications. Creates macros, routines, and programs to help team members do their jobs more accurately and efficiently. Assists sales and/or operations management staff with price quoting preparation. This position demands the highest level of accuracy and completeness and frequently requires overtime. Works at the direction of the Electronic Production Supervisor. Travels by air or vehicle as required.

### **Education & Experience**

High school diploma plus additional specialized training in desktop publishing. Minimum 3 years practical experience producing large, multi-volume publications.

## **323 Support Services Supervisor**

### **Position Summary**

Interfaces with customer (internal and/or external) or Government representatives as required during length of project. Plans and schedules work flow and staffing requirements. Recommends automated processes for generating formatted publications, including multi-volume paper manuals, parts lists, or electronic technical manuals. Assists in creation and establishment of style guide and format specifications. Creates macros, routines, and programs to help subordinates do their jobs more accurately and efficiently. Assists sales and/or operations management staff with price quoting preparation. This position demands the highest level of accuracy and completeness and frequently requires overtime. Works at the direction of the Support Services Manager. Travels by air or vehicle as required.

### **Education & Experience**

High school diploma plus additional specialized training in desktop publishing. Minimum five (5) years practical experience producing large multi-volume publications.

## **325 Cataloger I**

### **Position Summary**

Interfaces with customer or Government representatives, as required, during length of project. Participates in production of illustrated parts catalogs and related spare parts documents to ensure that assigned tasks are in compliance with military or commercial requirements. Collects and compiles data used in parts catalogs as required. Obtains information from engineering drawings, bills of material, ECNs, ECPs, EOs, vendors, and other available sources. Compiles vendor code lists. Has basic understanding of provisioning specifications. Travels to customer site by air or vehicle as required.

### **Education & Experience**

Prefer bachelor or associate degree in a technical field or military equivalent experience. One-year experience writing complete technical documents.

## **326 Cataloger II**

### **Position Summary**

Interfaces with customer or Government representatives, as required, during length of project. Participates in production of illustrated parts catalogs and related spare parts documents to ensure that assigned tasks are in compliance with military or commercial requirements. Collects and compiles data used in parts catalogs as required. Obtains information from engineering drawings, bills of material, ECNs, ECPs, EOs, vendors, and other available sources. Compiles vendor code lists. Experienced in preparation and compilation of parts lists and source materials using computer software to develop artwork and final copy. Knowledgeable of provisioning specifications. Travels to customer site by air or vehicle as required.

### **Education & Experience**

Prefer bachelor or associate degree in a technical field or military equivalent experience. Two (2) years experience writing complete, complex technical documents, including: the design and organization of the document as well as coordination with client/Government representatives, engineering, and internal provisioning, art, and logistics personnel.

## **327 Senior Cataloger**

### **Position Summary**

Interfaces with customer or Government representatives, as required, during length of project. Works as required with Program/Project Manager and/or Marketing/Sales, interpreting contractual specifications, engineering drawings, reports, and other data to help produce technical documentation price quote for customer. Occasionally supervises efforts of technical staff. Coordinates production of illustrated parts catalogs and related spare parts documents to comply with military or commercial requirements. Collects and compiles data used in parts catalogs as required. Obtains information from engineering drawings, bills of material, ECNs, ECPs, EOs, vendors and other available sources. Compiles vendor code lists. Skilled at preparation and compilation of parts lists and source materials using computer software to develop artwork and final copy. Checks review copy and artwork for technical accuracy. Knowledgeable of provisioning specifications. Travels frequently to customer site by air or vehicle as required.

### **Education & Experience**

Prefer bachelor or associate degree in a technical field, or military equivalent experience. Four (4) years experience writing and coordinating the writing of complete, complex technical documents, including: the design and organization of the document as well as coordination with client/Government representatives, engineering and internal provisioning, art, and logistics personnel.

## **328 Lead Cataloger**

### **Position Summary**

Interfaces with customer or Government representatives, as required, during length of project. Works closely with Program/Project Manager and/or Marketing/Sales, interpreting contractual specifications, engineering drawings, reports, and other data to produce technical documentation price quote for customer. Frequently supervises efforts of technical staff. Coordinates production of illustrated parts catalogs and related spare parts documents to comply with military or commercial requirements. Collects and compiles data used in parts catalogs as required. Obtains information from engineering drawings, bills of material, ECNs, ECPs, EOs, vendors and other available sources. Compiles vendor code lists. Skilled at preparation and compilation of parts lists and source materials using computer software to develop artwork and final copy. Checks review copy and artwork for technical accuracy. Knowledgeable of provisioning specifications. Travels frequently to customer site by air or vehicle as required.

### **Education & Experience**

Bachelor or associate degree in a technical field, or military equivalent experience and/or at least five (5) years experience creating and coordinating the creation of complete, complex technical documents. Experience must include the design and organization of the documentation as well as

coordination with client/government representatives, engineering and technical writing staff, technical illustrators, and logistics personnel.

### **329 Senior Logistician**

#### **Position Summary**

Interfaces with customer or Government representatives, as required, during length of project. Works as required with Program/Project Manager and/or Marketing/Sales, interpreting contractual specifications, engineering drawings, reports, and other data to help produce technical documentation price quote for customer. Possesses extensive work experience in use of configuration and logistics management systems that ensure effective and economical support for manufacturing, procurement and servicing of products, systems, or equipment. Plans schedules, implement logistic program activities from a conceptual stage through life cycle of product; coordinate logistics activities between government and vendors; compiles data on standardization and interchangeability of parts to expedite logistics location of operational area and factors; and maintains integrity of configuration systems. Travels frequently to customer site by air or vehicle as required.

#### **Education & Experience**

Prefer bachelor or associate degree in a technical field, or military equivalent experience. Four (4) years experience writing and coordinating the writing of complete, complex technical documents, including: the design and organization of the document as well as coordination with client/Government representatives, engineering and internal provisioning, technical writing and illustrating personnel.

### **330 Logistician**

#### **Position Summary**

Interfaces with customer or Government representatives, as required, during length of project. Works as required with Program/Project Manager and/or Lead or Senior Logistician, interpreting contractual specifications, engineering drawings, reports, and other data to help produce technical documentation price quote for customer. Possesses work experience in use of configuration and logistics management systems that ensure effective and economical support for manufacturing, procurement and servicing of products, systems, or equipment. Assists with planning scheduling, and implementing logistic program activities from a conceptual stage through life cycle of product; helps coordinate logistics activities between government and vendors; compiles data on standardization and interchangeability of parts to expedite logistics location of operational area and factors; and maintains integrity of configuration systems. Travels to customer site by air or vehicle as required.

**Education & Experience**

Prefer bachelor or associate degree in a technical field, or military equivalent experience. Two (2) years experience writing and coordinating the writing of complete, complex technical documents, including: the design and organization of the document as well as coordination with client/Government representatives, engineering and internal provisioning, technical writing and illustrating personnel.

**331 Systems Analyst I****Position Summary**

Responsible for creating requirements specifications from inception to delivery. The Systems Analyst also will work closely with quality engineers to help define test cases and the testing process to ensure high quality. This position also acts as the liaison for customers during the product lifecycle for software and technology related issues.

Works closely with Applications Developers, Business Analysts, and Information Engineers to ensure methods and standards are adhered and meet program requirements. Occasional travel required as needed to support projects.

**Education & Experience**

Bachelor degree in Computer Science, Business Information Systems or related field.

One to 3 years practical analytical experience that includes the full software development life cycle. Knowledge of and/or experience implementing and working within multiple requirement disciplines (RUP, CMMI, Agile, etc.)

**332 Systems Analyst II****Position Summary**

Responsible for managing software requirements specifications from inception to delivery. This position requires working with key personnel on the development team and other functional areas of the company to create and manage requirements. The Senior Systems Analyst also will work closely with quality engineers to help define test cases and the testing process to ensure high quality. This position also acts as the liaison for customers during the product lifecycle for software and technology related issues.

Works closely with Applications Developers, Business Analysts, and Information Engineers to ensure methods and standards are adhered and meet program requirements. Occasional travel required as needed to support projects.

**Education & Experience**

Bachelor degree in Computer Science, Business Information Systems or related field.

Five (5) years practical analytical experience that includes the full software development life

cycle. Knowledge of and/or experience implementing and working within multiple requirement disciplines (RUP, CMMI, Agile, etc.)

### **333 Systems Analyst III**

#### **Position Summary**

Interfaces with customer or government representatives as required during length of project. Responsible for producing/coordinating system design and/or product definition. Prepares multiple design alternatives with trade-off analysis. Applies knowledge across product lines. Serves as an authority on new product directions and solutions, keeping current with technology. Provides leadership in the definition, implementation and continuing evolution of a product or product family. Assists and directs other members of the organization through consulting, assistance with design issues at the subsystem/module as well as product and architectural levels, technical problem solving, training and planning associated with new product development as well as maintenance and enhancements to existing products. Works closely with Lead Applications Engineer, GUI Developer, and Information Engineer to ensure methods and standards are adhered and meet program requirements. Works at the direction of Technology SBU Manager. Travels frequently by air or vehicle as required.

#### **Education & Experience**

Prefer bachelor degree in Computer Science or related field, and 3-5 years practical experience that includes the full software development life cycle (analysis, design, coding, testing, debugging, and documentation).

### **335 Information Architect I**

#### **Position Summary**

Responsible for design and implementation of XSL translators, XML/SGML Schemas, and DTDs. Contributes analytical and conception input to solution development, authoring tools/guidelines and production work flows. Participates in the creation or modification of Formatted Output Specification Instances (FOSI -screen and/or print). Supports the integration, development and implementation of repeatable production process to author data and produce standardized publishing outputs, IETM deliveries. Has intimate experience with content management integration. Works closely with Systems Analyst, and Application Engineer, and Lead Database Engineer to ensure data representations meet standards and specifications. Travels frequently by air or vehicle as required.

#### **Education & Experience**

Prefer Bachelors degree in Computer Science, or 3-5 years practical experience using SGML, HTML, and/or XML.



### **338 GUI Developer**

#### **Position Summary**

Designs, and develops the presentation layers (GUI components) and visualization tools for application systems and sub-systems. Performs and interprets functional specifications and module definitions to yield design and layout of major components. Works closely with systems analyst and lead applications engineer to interpret functional requirements, conducts task analysis and usability tests that drive GUI component development. Applies human factors principles using established Human-Computer Interaction (HCI) guidelines and object-oriented methodologies to ensure usability and standardization throughout product development. Participates in implementation of new features and components, and contributes to the products quality infrastructure as required for product releases. Travels frequently by air or vehicle as required.

#### **Education & Experience**

Prefer Bachelors degree in Computer Science, or 3-5 years practical experience.

### **339 Software Engineer IV**

#### **Position Summary**

Develops full life-cycle applications. Is responsible for: Designing, coding and debugging applications in various software languages; software analysis, code analysis, requirements analysis, software review, identification of code metrics, system risk analysis, software reliability analysis, software testing and quality assurance. Supports, maintains and documents software functionality. Evaluates and identifies new technologies for implementation. Implements localization or globalization of software. Travels to customer or government site as required.

#### **Education & Experience**

Prefer bachelor degree in Computer Science, and practical experience using C, C++, Java, .NET, Python, BEA WebLogic, WebSphere, J2EE, JBoss, ADO, Perl, HTML, JSP, JavaScript, Web services, SOAP, XML, ASP, JSP, PHP, MySQL, SQL Server, Oracle, UNIX, Linux, STL, XSLT, OWL, AJAX.

## **341 Application Engineer IV**

### **Position Summary**

Responsible for application design, construction, and deployment of enterprise products and associated modules within an OO centric architecture. Architect and design both minor adjustments as well as major overhauls of product architecture. Translate application requirements into an OO business model. Support the development of a logical and physical data model mapping the application requirements to the database design. Translate OO model of persistent objects into a logical data model suitable for physical data modeling by the Database Engineer. Architect and design web based applications for integration with other enterprise applications. Define strategy and technical approach for meeting product performance, reliability, scalability and security goals. Establish programmatic tasks and performs verification tests of Application Engineers module development throughout development life cycle. Work closely with Database Engineers, Systems Analyst, Application Engineer, GUI Developer and technical staff. Work at the direction of Technology SBU Manager. Travel frequently by air or vehicle as required.

### **Education & Experience**

Prefer bachelors degree in Computer Science, and 3-5 years practical experience using C++, Visual BASIC, SQL, PERL, JAVA, etc., that includes the full software development life cycle (analysis, design, coding, testing, debugging, and documentation).

## **340 Application Engineer III**

### **Position Summary**

Responsible for application design, construction, and deployment of enterprise products and associated modules within an OO centric architecture. Architect and design both minor adjustments as well as major overhauls of product architecture. Translate application requirements into an OO business model. Support the development of a logical and physical data model mapping the application requirements to the database design. Translate OO model of persistent objects into a logical data model suitable for physical data modeling by the Database Engineer. Architect and design web based applications for integration with other enterprise applications. Define strategy and technical approach for meeting product performance, reliability, and scalability and security goals. Establish programmatic tasks and performs verification tests of Application Engineers module development throughout development life cycle. Work closely with Database Engineers, Systems Analyst, Application Engineer, GUI Developer and technical staff. Work at the direction of Technology SBU Manager. Travel occasionally by air or vehicle as required.

## **Education & Experience**

Prefer bachelors degree in computer science, and 4-6 years practical experience using C++, Visual Basic, SQL, PERL, JAVA, etc., that includes the full software development life cycle (analysis, design, coding, testing, debugging, and documentation).

## **342 Application Engineer II**

### **Position Summary**

Develops and implements application modules as defined by object model definition, architectural and product requirements. Participates in application design sessions and works closely with Lead Application Engineer, who performs verification and validation of module development throughout development life cycle. This position demands the highest level of accuracy and completeness. Works at the direction of Technology SBU Manager. Travels frequently by air or vehicle as required.

### **Education & Experience**

Prefer bachelors degree in Computer Science, or 3-5 years practical experience using C++, Visual BASIC, SQL, PERL, JAVA, etc., that includes the full software development life cycle (analysis, design, coding, testing, debugging, and documentation).

## **346 Application Engineer I**

### **Position Summary**

Develops and implements application modules as defined by object model definition, architectural and product requirements. Participates in application design sessions and works closely with Lead Application Engineer, who performs verification and validation of module development throughout development life cycle. This position demands the highest level of accuracy and completeness. Works at the direction of Technology SBU Manager. Travels frequently by air or vehicle as required.

### **Education & Experience**

Prefer bachelors degree in Computer Science, or 1-3 years practical experience using C++, Visual BASIC, SQL, PERL, JAVA, etc., that includes the full software development life cycle (analysis, design, coding, testing, debugging, and documentation).

### **343 Database Engineer IV**

#### **Position Summary**

Designs, implements and maintains enterprise database systems and sub-systems. Implements logical and physical data models, database designs, data access and table maintenance codes; resolves database performance issues, capacity issues, replication, and other distributed data issues. Experienced with DB schema, optimized stored procedure development and performance/scalability tuning. Implements business rules via stored procedures, middle-ware, or other technologies. Experienced development skills with multi-tier technologies and associated systems. Consults with developers to offer recommendations for performance improvement. Leads in new development architecture, product releases, and reverse-engineering projects. Monitors efforts, and interfaces often with Database Engineer, Systems Analyst, and Lead Applications Engineer. Works at the direction of Technology SBU Manager. Is available to work critical customer requirements from home or the office with little advanced notice at any time. Travels frequently by air or vehicle as required.

#### **Education & Experience**

Prefer bachelors degree in Computer Science, and 3-5 years practical experience using C++, Visual BASIC, SQL, PERL, JAVA, etc., that includes the full software development life cycle (analysis, design, coding, testing, debugging, and documentation).

### **344 Database Engineer III**

#### **Position Summary**

Designs, implements, maintains, and releases production level database objects (stored procedures, triggers, tables, user defined functions, indexes, and performs complete database rollout), and supporting application modules or scripts as defined by the software specifications and/or the business requirements agreed upon by the customer. Participates in design sessions with application engineers and works closely with systems analysts, who develops the business and software specifications for the project needs. This position demands the highest level of quality, completeness, and innovation. Works at the direction of the Commercial Software Development Manager. Travels occasionally by air or vehicle as required.

#### **Education & Experience**

Bachelor degree in Computer Science, Business Information Systems or related field. Three (3) years practical analytical experience that includes the full software development life cycle. Knowledge of and/or experience implementing and working within multiple requirement disciplines (RUP, CMMI, Agile, etc.)

## **345 Database Engineer II**

### **Position Summary**

Develops and implements database modules as defined by object model definition, architectural and product requirements established by the Lead Database Engineer. Participates in database design and review sessions. Works closely with Lead Database Engineer, who establishes database engineering methods and performs verification and validation of module development throughout development life cycle. Participates in application design sessions. This position demands the highest level of accuracy and completeness. Works at the direction of Technology SBU Manager. Travels frequently by air or vehicle as required.

### **Education & Experience**

Prefer bachelors degree in Computer Science, or 3-5 years practical experience using C++, Visual BASIC, SQL, PERL, JAVA, etc., that includes the full software development life cycle (analysis, design, coding, testing, debugging, and documentation).

## **361 Senior Program Manager**

### **Position Summary**

Manage assigned customer(s) program, in accordance with program priority and scope. Define and oversee execution of objectives of program. Provide and monitor management and accountability methods and processes deployed during length of customer relationship, particularly those represented to customers as a key value proposition to their relationship with ONA. Create, negotiate, monitor, revise, and maintain company plans, schedules, and specifications throughout the life of program. Coordinate the efforts of internal program/project managers to do so as well. Establish and maintain close, effective working relationships with key customer staff. Serve as customer point of contact when required. Communicate and document to ONA management the successes, issues, financial status and obstacles in the business area. Prepare accurate forecasts as required by Executive Management. Advise and collaborate with teams on possible alternatives, consequences, and required actions. Conduct periodic internal program reviews across responsible internal teams. Ensure follow-up. Act as contact point for program reviews conducted with the customer. Ensure follow-up. Create and manage shared repositories of program management information for the program. Work closely with Chief Operating Officer and Director of Sales and Business Development.

### **Education & Experience**

Bachelor or Associate degree in a technical field and/or at least ten (10) years experience writing and/or coordinating complete, complex technical documents, Minimum of five (5) years supervisory experience.

## **362 Program Manager**

### **Position Summary**

Manage assigned customer program(s), in accordance with program/project priority and scope. Help define and meet the objectives of the program/project. Execute program management and accountability methods and processes deployed during length of customer relationship, particularly those represented to customers as a key value proposition to their relationship with ONA. Create, negotiate, monitor, revise, and maintain program plans, schedules, and specifications throughout the life of the program/project. Coordinate the efforts of others to do so as well. Establish and maintain close, effective working relationships with key customer staff. Serve as customer point of contact, and internal advocate during length the contractual relationship. Communicate to ONA management the successes, issues, financial status and obstacles in the business area. Prepare accurate forecasts as required by senior management. Advise and collaborate with teams on possible alternatives, consequences, and required actions. Conduct periodic internal program reviews across responsible internal teams. Responsible for follow-up. Act as contact point for program reviews conducted with the customer. Create and manage shared repositories of program management information for the program.

### **Education & Experience**

Bachelor or Associate degree in a technical field and/or at least ten (10) years experience writing and/or coordinating complete, complex technical documents, Minimum of five (5) years supervisory experience.

## **363 Project Manager**

### **Position Summary**

Interfaces with customer or Government representatives, as required, during length of project. Works closely with Program/SBU Manager and/or Marketing/Sales, interpreting contractual specifications, engineering drawings, reports, and other data to produce technical documentation price quote for customer. Supervises efforts of technical staff. Skilled at researching existing data to maximize use of previously developed text and/or illustrations. Drafts text materials and ensures that text and illustrations are coordinated per final product requirements. Performs edit/quality check of work performed by subordinates. Is proficient/knowledgeable of a variety of desktop publishing tools. Works at the direction of the Senior Program Manager, Director of SBU Development or Program/SBU Manager. Travels frequently by air or vehicle as required.

**Education & Experience**

Bachelor or associate degree in a technical field, or military equivalent experience and/or at least five (5) years experience writing and coordinating the writing of complete, complex technical documents. Experience must include the design and organization of the documentation as well as coordination with client/Government representatives, engineering, and internal provisioning, art, and logistics personnel.

**364 Site Manager****Position Summary**

Interfaces with customer and/or Government representatives, as required, during length of project. Works closely with Program/SBU Manager and/or Marketing/Sales, interpreting contractual specifications, engineering drawings, reports, and other data to produce technical documentation price quote for customer. Supervises efforts of on-site technical staff. Skilled at researching existing data to maximize use of previously developed text and/or illustrations. Drafts text materials and ensures that text and illustrations are coordinated per final product requirements. Performs edit/quality check of work performed by subordinates. Is proficient/knowledgeable of a variety of desktop publishing tools. Works at the direction of the Senior Program Manager, Director of SBU Development or Program/SBU Manager. Travels frequently by air or vehicle as required.

**Education & Experience**

Bachelor or associate degree in a technical field, or military equivalent experience and/or at least five (5) years experience writing and coordinating the writing of complete, complex technical documents. Experience must include the design and organization of the documentation as well as coordination with client/Government representatives, engineering, and internal provisioning, art, and logistics personnel.

**365 Project Support/Clerical****Position Summary**

Responsible for performing various operational, administrative, and financial functions as directed by supervisor. All computerized and hard copy administrative/operations records must be maintained, filed and recorded as required. Must have superior Excel and PowerPoint skills, mathematical skills, and the ability to maintain sensitive material.

Supports Program Managers, local and national sales staff as required. Coordinates and completes travel requests and expense reports as required in a cost-efficient manner. Position requires superior inter-personal and organizational skills. Must have the ability to self-manage and function effectively.

**Education & Experience**

High school diploma plus minimum two (2) years experience as senior-level administrative assistant or applicable equivalent.

**366 Lead QA Analyst****Position Summary**

Interfaces with customer or Government representatives, as required, to determine Quality Assurance (QA) plan. Works closely with Program/Project Manager, interpreting contractual specifications as required. Performs edit of all client-bound data and materials prior to shipping per QA plan. Occasionally supervises efforts of editorial staff. Is proficient with a number of editing tools, including software, style guides, and restricted vocabulary systems. Designs special procedures to maximize editorial quality and writer productivity. Works at the direction of Manager of Customer and Quality Assurance. Travels by air or vehicle as required.

**Education & Experience**

Bachelor or associate degree in English or equivalent experience. Minimum five (5) years experience editing complete, complex technical documents.

**367 QC Editor****Position Summary**

Interfaces with customer or Government representatives, as required, to determine Quality Control (QC) plan. Works closely with Lead QC Editor and Lead-Level operations personnel, interpreting contractual specifications as required. Performs edit of all client-bound data and materials prior to shipping per QC plan. Is proficient with a number of editing tools, including software, style guides, and restricted vocabulary systems. Aids with design of special procedures to maximize editorial quality and writer productivity. Works at the direction of Manager of Customer and Quality Assurance or assigned Program Manager. Travels by air or vehicle as required.

**Education & Experience**

Bachelor or associate degree in English or equivalent experience. Minimum two (2) years experience editing complete, complex technical documents.



## **368 QC - Software**

### **Position Summary**

Interfaces with customer or Government representatives, as required, to determine QA/QC plan. Works closely with Program/Project Manager, interpreting contractual specifications as required. Performs edit of all client-bound data and material prior to shipping per QA/QC plan. Occasionally supervises efforts of editorial staff. Is proficient with a number of editing tools, including software, style guides, and restricted vocabulary systems. Is very knowledgeable with the production of interactive electronic technical manuals and computer-based interactive training. Designs special procedures to maximize editorial quality and writer productivity. Works at the direction of Manager of Customer and Quality Assurance. Travels by air or vehicle as required.

### **Education & Experience**

Bachelor or associate degree in English or equivalent experience. Minimum one (1) year experience editing complete, complex technical documents, and minimum three (3) years experience with QA/QC process of interactive electronic technical manuals.

## **369 ISO Manager**

### **Position Summary**

Interfaces closely with ISO Registrar and management, as required, during length of effort. Works closely with President, Manager of Customer and Quality Assurance, and Program/Project Managers, interpreting specifications, reports, and other data to produce and maintain approved QMS system. Performs edit/quality check of documented procedures performed by associates. Is extremely knowledgeable of ISO-9002 requirements and specifications. Provides training to internal auditors, management, and associates as required to ensure successful implementation of ISO goals. Travels by air or vehicle as required.

### **Education & Experience**

Bachelor or associate degree in a technical field and/or at least five (5) years experience writing, editing, and coordinating the writing of complete, complex technical documents. Experience in QA/QC field preferred.

## **3XA Support Engineer IV**

### **Position Summary**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. To perform this job successfully, an individual should have knowledge of Content Management systems; Document Management Systems, Database software; Network Software, Internet software, Operating Systems. Frequent travel by air or vehicle as required.

### **Education & Experience**

Prefer bachelor degree in Computer Science, or certificate from college or technical school and/or 4-6 years related experience and/or training. Military or Government network systems knowledge and experience a plus.

## **3XB Support Engineer III**

### **Position Summary**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. To perform this job successfully, an individual should have knowledge of Content Management systems; Document Management Systems, Database software; Network Software, Internet software, Operating Systems. Frequent travel by air or vehicle as required.

### **Education & Experience**

Prefer bachelor degree in Computer Science, or certificate from college or technical school and/or 3-5 years related experience and/or training. Military or Government network systems knowledge and experience a plus.

## **3XC Support Engineer II**

### **Position Summary**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. To perform this job successfully, an individual should have knowledge of Content Management systems; Document Management Systems, Database software; Network Software, Internet software, Operating Systems. Frequent travel by air or vehicle as required.

### **Education & Experience**

Prefer bachelor degree in Computer Science, or certificate from college or technical school and/or 1-3 years related experience and/or training. Military or Government network systems knowledge and experience a plus.

## **3XD Support Engineer I**

### **Position Summary**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. To perform this job successfully, an individual should have knowledge of Content Management systems; Document Management Systems, Database software; Network Software, Internet software, Operating Systems. Frequent travel by air or vehicle as required.

### **Education & Experience**

Prefer bachelor degree in Computer Science, or certificate from college or technical school and/or 1 year related experience and/or training Military or Government network systems knowledge and experience a plus.

## Contract Information

**Federal Supply Group:** 871

**Class:** R425

**Contract Number:** GS-10F-0249W

**Contract Period:** July 8, 2010 through July 7, 2015

**Special Item Numbers (SINs):**

- 871-2 Strategic Planning For Technology Programs/Activities
- 871-2 RC
- 871-3 System Design, Engineering and Integration
- 871-3 RC
- 871-5 Integrated Logistics Support
- 871-5 RC

## Terms and Conditions

**Maximum Order:** \$1,000,000.00

**Minimum Order:** \$100.00

**Geographic Coverage:** Domestic Only

**Prompt Payment Terms:** Net 30 Days

## Price List

SIN Numbers	Category Title	ONA Site Hourly Rate	Government Site Hourly Rate
871-2	Author I	\$47.94	\$43.77
871-3	Author II	\$53.24	\$48.60
871-5	Senior Author	\$63.36	\$57.85
	Lead Author	\$72.24	\$65.96
	Intrusive Diagnostic Specialist	\$116.66	\$106.50
	Instructor	\$76.49	\$69.84
	Lead Instructor	\$84.59	\$77.22
	Technical Illustrator I	\$39.12	\$35.72
	Technical Illustrator II	\$51.59	\$47.10
	Senior Technical Illustrator	\$59.00	\$53.87
	Lead Technical Illustrator	\$65.22	\$59.55
	Technical Illustrator Supervisor	\$73.67	\$67.26

<b>SIN Numbers</b>	<b>Category Title</b>	<b>ONA Site Hourly Rate</b>	<b>Government Site Hourly Rate</b>
	Text/Graphics Integrator I	\$43.18	\$39.42
	Text/Graphics Integrator II	\$53.38	\$48.73
	Senior Text/Graphics Integrator	\$62.24	\$56.82
	Support Services Supervisor	\$58.56	\$53.47
	Cataloger I	\$44.01	\$40.19
	Cataloger II	\$54.57	\$49.82
	Senior Cataloger	\$61.31	\$55.98
	Lead Cataloger	\$68.43	\$62.48
	Senior Logistician	\$79.79	\$72.84
	Logistician	\$65.07	\$59.40
	Systems Analyst I	\$64.36	\$58.76
	Systems Analyst II	\$82.01	\$74.88
	Systems Analyst III	\$96.83	\$88.41
	Information Architect	\$70.97	\$64.79
	GUI Developer	\$57.47	\$52.47
	Software Engineer	\$123.94	\$113.16
	Application Engineer IV	\$117.57	\$107.35
	Application Engineer III	\$105.17	\$96.02
	Application Engineer II	\$80.25	\$73.27
	Application Engineer I	\$71.85	\$65.60
	Database Engineer IV	\$112.32	\$102.55
	Database Engineer III	\$104.57	\$95.47
	Database Engineer II	\$82.31	\$75.15
	Senior Program Manager	\$123.40	\$112.66
	Program Manager	\$90.29	\$82.43
	Project Manager	\$74.75	\$68.25
	Site Manager	\$108.07	\$98.66
	Project Support/Clerical	\$31.93	\$29.16
	Lead QA Analyst	\$62.65	\$57.20
	QC-Software	\$72.69	\$66.36
	ISO Manager	\$92.49	\$84.45
	Support Engineer IV	\$112.32	\$102.55
	Support Engineer III	\$102.25	\$93.35

<b>SIN Numbers</b>	<b>Category Title</b>	<b>ONA Site Hourly Rate</b>	<b>Government Site Hourly Rate</b>
	Support Engineer II	\$85.67	\$78.22
	Support Engineer I	\$56.24	\$51.34